

CORONATION

Quality Policy

The Management of Coronation Registrars Limited is committed to delivering high-quality services that consistently meet customer, shareholder, statutory, regulatory, and applicable requirements in accordance with ISO 9001 standards. The Management of Coronation Registrars Limited is committed to and will support the establishment, implementation, maintenance, and continual improvement of the Quality Management System (QMS) across the organisation.

This Quality Management System shall be applicable to all Coronation Registrars Limited personnel, contractors, vendors, and other relevant interested parties, and shall cover all operational processes, products, and services provided by Coronation Registrars Limited.

The Quality Policy shall achieve the following objectives for Coronation Registrars Limited:

1. Improve customer satisfaction ratings
2. Maintain an accuracy rate in service delivery
3. Achieve employee satisfaction
4. Reduce process cycle times
5. Maintain a Customer Retention Index

Management Commitment:

Coronation Registrars Limited is committed to the consistent delivery of quality services that meet customer, shareholder, and regulatory expectations.

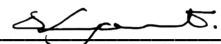
We are committed to the continual improvement of its Quality Management System to enhance operational efficiency, service delivery, and customer satisfaction.

We are also committed to complying with all applicable legal, regulatory, statutory, and contractual requirements related to its operations and service delivery.

Top Management will ensure the provision of adequate resources, effective leadership, and regular management reviews to evaluate the effectiveness and performance of the Quality Management System and ensure that quality objectives are achieved.

Improvement opportunities will be identified through customer feedback, audits, performance reviews, process evaluations, and stakeholder engagement, and shall be addressed through appropriate corrective and preventive actions.

All employees and relevant interested parties involved in the delivery of services on behalf of Coronation Registrars Limited will comply with this policy and demonstrate commitment to quality, continual improvement, and customer satisfaction in the discharge of their responsibilities.

Approval:  _____

Oluseyi Owoturo (CEO)

Date: 11th July 2026